The Influence of Artificial Intelligence on Project Management Knowledge Areas in the IT Industry

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Abstract

This study explores the integration of Artificial Intelligence (AI) in IT project management within Sri Lanka's Western Province, focusing on its impact on the ten Project Management Knowledge Areas (PMKAs) outlined by the Project Management Institute (PMI). Through comprehensive interviews with ten expert project managers and IT professionals, this research examines AI's influence on various PMKAs and its broader implications for the industry. The findings reveal that AI significantly enhances PMKAs associated with data analysis, automation, and repetitive tasks, such as communication, stakeholder engagement, scheduling, and resource management. AI optimizes workflows, improves decision-making, and enhances communication through tools like Trello, Google Bard, and ChatGPT. However, PMKAs that rely heavily on human judgment, such as scope management and procurement, show minimal AI influence due to their need for human interaction and decision-making. Despite the advantages of AI, several challenges persist, including data privacy concerns, resistance to change, and ethical dilemmas. The study provides critical recommendations for project managers to navigate these challenges effectively by identifying areas where AI can add value, prioritizing comprehensive user training, adopting human-centric approaches to implementation, ensuring compliance with ethical and legal standards, and focusing on future skill development for both technical and leadership roles. In conclusion, while AI significantly enhances the efficiency and capabilities of project management, the human element remains indispensable. AI will not replace project managers but will reshape their roles, enabling them to co-create project success with AI tools and allowing for more strategic, creative, and high-level decision-making.

Keywords: Artificial intelligence, AI integration, IT industry, Project management

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